IN THE SPECIFICATION:

Please insert the following paragraph on page 1 of the specification **before** the paragraph entitled "Field of Invention":

— CROSS-REFERENCE TO RELATED APPLICATIONS

The present application is a continuation of U.S. Patent Application Serial No. 09/595,938, which was filed on June 16, 2000, of common inventorship, which issued on December 16, 2003 and is assigned U.S. Patent No. 6, 665, 393 B1. —

Please amend the first full paragraph of page 9 of the specification as follows:

Control signal generator 36 is connected to the interfaces 33, monitoring mechanism 31, and administrative workstation 32. Control signal generator 36 comprises routing engine 48, database logger/retrieving engine 50, database manager 52, and database 54. Routing engine 48 determines how to route calls in the system 10 (i.e., through the public networks to the agent systems, and in the agent systems themselves), and transmits this routing information (in the form of appropriate control signals, such as routing response messages) for addressing the desired end-termination (e.g., a workgroup/caller service in the system) to interfaces 33, 34 for transmission to the agent systems and long distance control networks, respectively. In order to determine how to route calls in the system, routing engine 48 takes into consideration real-time requested service data sup-

plied to it by the interfaces 33, system configuration data 202 and historical (i.e., previously stored) requested service data and status messages 204 retrieved by logger/retriever 50 at the command of the routing engine 48 from the system's historical database (comprising database manager 52 and storage mechanism 54), real-time status messages from the agent systems supplied to it from the interfaces 34, information from the monitoring mechanism 31 concerning what components (if any) of the system are currently unavailable because they are malfunctioning or inoperative, and routing optimization criteria and/or rules and commands in the form of call routing control scripts 200 generated by the administration workstation and stored in database 54. Routine engine 48 uses this data to determine the manner in which to route calls in the system. After making its decision on how best to route a particular call, generating appropriate control signals to implement this decision, and transmitting the control signals to the interfaces 33 and 34, routing engine 48 instructs logging engine 50 to store the real-time information presented above in the database 54 for use in determining how to route later calls. Logging engine 50 in turn, commands database manager ~~50~~ 52 to store this information in database 54. Scripts 200 may comprise corporate and/or customer-generated call routing scripts.